Table of PWS Revisions

PWS Revision	Description	MOD
1	a) removed references to "draft" b) added Table of Revisions c) Revised Section 4.4.1 d) Minor edits to Section 4.2 and 4.3 e) Sections 4.5 and 4.6 revised to be Options f) Inserted New Sections 4.9 – 4.11 g) Updated Section 7 to included due dates for 4.4, 4.7, and 4.8.2 h) Updated Section 12.0 to include DMDC Point of Contact	RFQ 9/6/2019
2	a) Section 4.10 removed references to "Notifications" b) Section 15 added Appendix D and Appendix E	RFQ 9/17/2019

Performance Work Statement (PWS)
Enterprise Information Technology Services (EITS) II
Defense Health Agency (DHA) Health Care Initiatives (HCI) Phase III
Task Order #47QFMA18K0030-0017
Order ID: ID03180056013

1.0   INTRODUCTION

The Defense Manpower Data Center (DMDC) in support of the Office of the Under Secretary of Defense for Personnel & Readiness (OUSD P&R), Defense Human Resources Activity (DHRA) requires Information Technology (IT) services to enhance applications and products that support DMDC's Defense Eligibility and Enrollment (DEERS) applications. Support will align IT resource expenditures with business goals and objectives and enable an IT environment with innovative solutions.

2.0   BACKGROUND

The Defense Enrollment Eligibility Reporting System (DEERS) is a series of databases that come together to provide timely and accurate information on those eligible for benefits and entitlements prescribed in Department of Defense (DoD) statute, instruction, policy and regulation. It serves to prevent and detect fraud and abuse in the distribution of these benefits and entitlements and is the definitive centralized source of identity, affiliation, eligibility and enrollment verification for members of the Uniformed Services, other personnel designated by the DoD, and their eligible family members. In addition, DEERS provides statistical and demographic information to support the DoD Components and serves as the authoritative source of TRICARE benefits eligibility and the national enrollment database for TRICARE medical, dental, and special enrollments, as well as the source for fee waiver and special entitlement determinations. DMDC maintains a number of applications to support the following eligibility and enrollment core functional areas:

- Benefits Capture and Determination
- Operator and Self-Service Enrollment
- Primary Care Manager (PCM) Maintenance
- Catastrophic Cap, and Deductible (CCD)
- Fees and Premiums
- Claims Coverage
- Other Health Insurance/Standard Insurance Table (OHI/SIT)
- Person Identifier Updates
- Logon Support (i.e. DS logon, CAC)
- Customer Service
- User Access Management
- Enrollment, Management and Claims

3.0   SCOPE

The scope of this work covers the support for on-going and new development efforts, modernization of databases/data structures, data access approaches, positioning data for decision making, combining operational and reporting data, improving security and governance, and business intelligence.

4.0   PERFORMANCE REQUIREMENTS:

4.1   TASK 1 – CONDUCT PROJECT MANAGEMENT

4.1.1 Prepare and maintain a Project Management Plan (PMP) within 10 calendar days after order award. The PMP shall provide for an overall Work Breakdown Structure (WBS), risk management review; critical path; and schedule dates and dependencies. The established Project Management Plan shall be considered a living document and kept up to date and Government approved at all times. Once the project schedule has been developed and finalized, it shall be uploaded to Microsoft Project Server and published to Microsoft Project Center. Adhere to applying the Project Management Institute best practices (e.g., Project Management Body of Knowledge {PMBOK}) and DMDC Project Management Handbook (Appendix A).

4.1.2 Maintain, refine, and revise the program collaboration sites on DMDC's SharePoint site, as well as external locations when required. The contractor shall include the following documentation on the DMDC internal site: project overview documents; a consistently updated document library that preserves document history; schedules; dashboards; assignment and POC lists; summaries and agendas for all meetings and conferences attended; and support for collaborative editing/versioning of project documents.

4.1.3 Coordinate with all DMDC governance bodies is mandatory for approvals and shall be in accordance with DMDC prescribed Business Process and subsequent updates. These groups include, but not limited to, the Requirements Review Board (RRB), Architecture Review Board (ARB), Change Advisory Board (CAB), Executive Governance Council (EGC), Enterprise Quality Assurance (QA), DMDC Management Advisory Group (DMAG), Cyber Hardening Working Group (CHWG) and all impacted directorates for project requirements, dependencies and execution for approval authority. Adhere to all DMDC Business Process Re-Engineering (BPR) workflows, requirements, and tool usage.

4.2   TASK 2 - ACCELERATE FEE & PREMIUM RATE CHANGES (FEE-1)

Design and implement a fee structure that supports the rapid implementation of changes to any enrollment fee or premium rate, maintaining distinctions based on enrollment plan, beneficiary status (i.e. Group A vs Group B), and family/individual rates. Changes to fees or premiums shall be available in the environment (i.e., test or production) within five business days of receiving the new rates from DHA.

4.3   TASK 3 – CREATE A CATASTROPHIC CAP WAIVER REINSTATEMENT PROCESSES

The catastrophic cap is the most a sponsor and their family will pay out of pocket for covered health care services each calendar year. The catastrophic fee waiver indicates that no further TRICARE Prime or Select enrollment fees are due for that family for the remainder of the calendar year to which the waiver applies. Premium plans, such as Tricare Retired Reserve (TRR), Tricare Reserve Select (TRS) and Tricare Young Adult (TYA) are not affected by the catastrophic fee waiver and are not applied to the catastrophic cap. Waiver reinstatement must be in Production prior to 1 January 2020.

4.3.1 Apply all amounts reported as fee payments for TRICARE Prime and Select plans (including plus with Retired Select) to catastrophic cap computations beginning with Calendar Year (CY) 2018.

4.3.2 Reinstate the catastrophic cap fee waiver back to CY 2018, applying it to both TRICARE Prime and Select (Groups A & B).

4.3.3 Communicate add, update, or removal (inactivation) of catastrophic cap fee waiver via contractor notifications for waivers that overlap the current enrollment of a beneficiary.

4.3.4 Recalculate family catastrophic cap totals for CYs 2018 and 2019 after the catastrophic after waiver is reinstated.

4.3.5 Adjust paid through dates and store any remaining overage as a credit and Include fee and premium payments in catastrophic cap calculations.

4.3.6 Communicate changes in paid thru dates or credits via automated contractor notifications and applicable fee reports will only be done for policies that overlap the current enrollment of a beneficiary.

4.3.7 Generate a report following recalculation for CYs 2018 and 2019 that identifies the amount of overage for each retiree household that exceeded the catastrophic cap for CYs 2018 and CY 2019. Identify how it was applied (i.e. by extending the paid thru date and/or applying a credit to the policy). Coordinate with DHA.

4.3.8 Create a CCD structure that supports catastrophic cap and deductible variations based on sponsor status (Group A, Group B); differing in and out of network caps; pay plan/rank for active duty; TRR/TRS/TYA (T-Plans) vs Select vs Prime, etc. DHA will provide a chart that contains breakdown of the variations.

4.3.9 Provide a CCD structure that supports annual changes to catastrophic cap and deductible values. Changes shall be available in the specified environment (i.e. test or production) within five business days of receiving new values from DHA.

4.4 TASK 4 – CREATE AND IMPLEMENT A MEDICARE REMINDER LETTER

4.4.1 Modify letters processes to send a Medicare B Reminder Letter to beneficiaries entitled to Medicare part A at or over age 65, but not enrolled in Medicare Part B. A separate letter will be sent to beneficiaries not entitled to Medicare A at/over age 65. Letters will be a full text letter, not an email or postcard.

4.5 TASK 5 – SUPPORT THE TRICARE MEDICARE ELIGIBLE PROGRAM (TMEP) TRANSITION (OPTION)

4.5.1 Coordinate with DHA to develop detailed business requirements for program implementation and transition.

4.5.2 Support Medicare Crossover file processes:

4.5.2.1 Provide a one-time production Medicare crossover file to incoming contractor as soon as possible after security requirements and agreements are completed

4.5.2.2 Conduct weekly crossover file transmissions to incoming contractor 30 days prior to health care delivery date.

4.5.2.3 Provide file to outgoing contractor through their Period of Performance (POP) and for one week following the POP to facilitate contractor's claims processing.

4.5.3 Participate in and provide documentation for the Systems Integration Interface Meeting (SIIM) with the incoming contractor; develop presentations and facilitate discussions on the various web applications and system interfaces applicable.

4.5.4 Facilitate connectivity and connectivity testing of the various interfaces and applications.

4.5.5 Develop training materials and facilitate training for the customers including DHA and the TRICARE Contractors (may be VTC and may be face-to-face depending on the request from DHA).

4.5.6 Provide implementation support to facilitate integration testing, develop and modify test cases, compiling release notes for the external customers, facilitating the release and act as liaison between customer and DMDC Product Management.

4.6 TASK 6 – SUPPORT THE TRANSITION OF TRICARE OVERSEAS PROGRAM (TOP21) (OPTION)

4.6.1 Participate in and provide documentation for the SIIM with the incoming contractor. Develop presentations and facilitate discussions on the various web applications and system interfaces applicable to the contract/contractor.

4.6.2 Develop and facilitate the data conversion plan (includes transition from 3 to 2 overseas regions) support includes:

4.6.2.1 Update the data conversion scripts.

4.6.2.2 Execute and test the data conversion scripts and plan in all DMDC regions, coordinating with DHA and the TOP contractor on Integration Test (Contractor Test DEMO2), Stress Test, and Production regions.

4.6.2.3 Compile and transfer the enrollment Gold File.

4.6.3 Support dual operations period and contractor run-out for outgoing contractor.

4.6.4 Update the Defense Medical Information System (DMIS) table region/routing changes and/or any Service Area File (SAF) changes made by DHA as part of the contract change.

4.6.5 Facilitate connectivity and connectivity testing of the various interfaces and applications in all environments.

4.6.6 Develop material and facilitate training for the customers including DHA and the TRICARE Contractors (may be VTC or face-to-face depending on the request from DHA).

4.6.7 Provide implementation support to facilitate integration testing, developing/modifying test cases, compiling release notes for the external customers, facilitating the release and act as liaison between customer and DMDC Product Management; Support Performance Readiness Verification (PRV) and Performance Readiness Assessment and Validation (PRAV) activities.

4.6.8 Support beneficiary notification of contract transition if non-incumbent is awarded or Contractor contact information has changed.

4.7   TASK 7 - MODIFY OVERSEAS BENEFICIARY WEB ENROLLMENT (OBWE) ENHANCEMENTS FOR OVERSEAS

4.7.1 Change BWE to confirm country of residence with beneficiary (includes support for beneficiaries with non-US and APO/FPO addresses).

4.7.2 Add location and enrollment program options based on country of residence.

4.7.3 Implement the ability to update processes that account for changes to Prime and Prime Remote locations.

4.8 TASK 8 – COLLECT PERSONAL EMAIL ADDRESSES AND IMPLEMENT SECURE TEXT MESSAGING

4.8.1 Conduct analysis and provide a report that identifies use cases, requirements policies and procedures that restrict use and develop necessary changes. Include consideration of this data for surveys and educations/marketing.

4.8.2 Develop requirements and implement a system or repository to collect and authorize use of personal email addresses and text messaging for DoD purposes.

4.9 TASK 9 – SUPPORT DHA'S HIGH VALUE HEALTH PLAN MARKET DEMONSTRATION PROJECT (ACO II) (OPTION)

A TRICARE Market will be selected by DHA to test how high-value ACO's healthcare delivery model can compete for and deliver the TRICARE benefit. The market chosen for this demonstration will be heavily populated with TRICARE beneficiaries and also have a Health Plan rich environment of competing ACO organizations willing to accept risks on a capitated basis and provide the TRICARE Benefit to voluntary TRICARE enrollees. ACO II shall be in Production by October 2020 and operational January, 1 2021.

4.9.1 Support expansion of the ACO demonstrations by delivering TRICARE benefits in a second region

4.9.2 Apply fee waivers and generic Primary Care Managers to support the demonstration. Support PCM batch moves to/from ACOs as needed.

4.9.3 Develop and implement changes to self-service and operator applications to support ACO-style demonstration project requirements including zip code enforcement.

4.9.4 Develop and provide data to support beneficiary mailings; modify correspondence rules to prevent automatic beneficiary notifications.

4.9.5 Refine and expand ACO enrollment, disenrollment, and waiver reports.

4.10 TASK 10 – CREATE & MODIFY REPORTS ~~& NOTIFICATIONS~~ (OPTION)

4.10.1 Modify Premium Credit report to include non-terminated policies paid out more than two years in advance with positive credits.

4.10.2 Support annual TRICARE open season reporting to DHA. Reports shall include counts for enrollments, eligible, but not enrolled, and open season usage rates.

4.11   TASK 11 – IMPLEMENT TRICARE GROUP A FEES (OPTION)

TRICARE beneficiaries Group A are sponsor's on initial enlistment or appointment occurred before January 1, 2018. Group A fee Implementation shall be in place by OCT 2020.

4.11.1 Apply Group A fees for TRICARE Select retirees and family members by effective date of January 1, 2021.

4.11.2 Terminate TRICARE Retiree Select policies/enrollments effective December 31, 2020, as directed, prior to 2021 TRICARE Open Season beginning in November 2020.

4.11.3 Support 3-5 beneficiary notifications to communicate enforcement of Select fees. Content shall come from DHA. Communication may be via mail and/or email, as specified by DHA.

4.11.4 Develop a report summarizing the number of retired beneficiaries (Group A & B) whose coverage will be terminated effective December 31, 2020. Include count of beneficiaries' eligible but not enrolled at the time of terminations. Provide output specified by DHA and generate report at the time HCDP terminations are performed (prior to open season).

4.12   TASK 12 - SURGE SUPPORT (OPTIONAL)

DMDC must respond to real-world changes, whether it is a new reform initiative, top-down policies and mandates, or even national security interests and immediate threats. It is essential that DMDC have the IT resources and means to support evolving threats. Projects include, short-term (less than 90 calendar days) response to implement directives, support to cybersecurity-related events, and surge to support complex upgrades. The contractor shall provide staffing resources within scope of the current contract to fulfill unplanned projects or unanticipated requirements. The contractor shall use industry best practices and subject matter expertise to execute additional, as needed, related projects. Surge support shall include, but is not limited to, the following activities:

- Additional resources to support the relocation of DMDC applications/systems
- Rapid capabilities that mitigate or resolve major IT issues, cybersecurity threats, national security events, policy changes, and impacts
- Implementation of new DHA programs
- Transition or transfer of existing DoD programs

The contractor shall account for additional as-needed activities and provide the resources necessary to accommodate them. During the life of this contract the workload in any one area may grow significantly for a period of time. When a surge requirement is identified by the Government, the surge CLIN will be exercised. The Contracting Officer or Contracting Officer's Representative (COR) will provide the contractor with a requirements document specifying the surge requirement, and expected outcomes. The contractor shall develop a Surge Plan which shall include, project approach, milestones and schedules, and detailed resource information to

be reviewed and approved by the Government. The contractor shall staff surge resources within 30 calendar days of formal written approval of the Surge Plan. The Government shall use existing performance metrics and SLAs to measure surge-related performance.

5.0   SUBMIT REPORTS & DOCUMENTATION

5.1   Technical Roadmap

The Contractor shall follow the Technical Roadmap requirements identified in the PWS Section 5.8.1 of the EITS II Base IDIQ.

5.2   Risk Management Plan

The Contractor shall follow the Risk Management Plan requirements identified in the PWS Section 5.8.3 of the EITS II Base IDIQ.

5.3   Meeting Summaries

The Contractor shall follow the Meeting Summaries requirements identified in the PWS Section 5.8.4 of the EITS II Base IDIQ.

5.4   Weekly In-Progress Review (IPR)

The Contractor shall follow the IPR requirements identified in the PWS Section 5.8.5 of the EITS II Base IDIQ.

5.5   Monthly Status Report (MSR) and Senior Management Reviews (SMR)

The Contractor shall follow the MSR and SMR requirements identified in the PWS Section 5.8.6 of the EITS II Base IDIQ.

5.6   Problem Notification Report (PNR)

The Contractor shall follow the PNR requirements identified in the PWS Section 5.8.7 of the EITS II Base IDIQ.

5.7   Contract Discrepancy Report (CDR)

The Contractor shall follow the CDR requirements identified in the PWS Section 5.8.8 of the EITS II Base IDIQ.

5.8   Semi-Annual Subcontract Report

The Contractor shall follow the Semi-Annual Subcontract Report requirements identified in the PWS Section 5.8.9 of the EITS II Base IDIQ.

5.9 Quality Management System

The Contractor shall follow the Quality Management System requirements identified in the PWS Section 5.9 of the EITS II Base IDIQ.

5.10 Quality Control Plan (QCP)

The Contractor shall follow the QCP requirements identified in the PWS Section 5.9.1 of the EITS II Base IDIQ.

5.11 Quality Assurance

The Contractor shall follow the Quality Assurance requirements identified in the PWS Section 5.9.2 of the EITS II Base IDIQ.

6.0 DELIVERABLES

All deliverables and work products shall be submitted to the COR in electronic format for acceptance and approval. The acceptance of deliverables and satisfactory work performance shall be based on the timeliness, accuracy and standards as specified in the requirements of the PWS.

PWS Section	PWS Section	Date Due/Frequency
4.1.1	Project Management Plan(PMP)	Draft due within 10 days of order award Final due in accordance with Inspection and Acceptance clause Updated as changes take place
4.1.2	Maintain SharePoint sites	Updated 10 days after award and updated within 2 days after documents change
4.2	Accelerate Fee & Premium Rate Changes	In production by November 1, 2019
4.3	Update Catastrophic Cap Processes	In production by January 2020
4.3.7	Catastrophic Cap Recalculations Report	In production by June 1, 2020

4.4	Medicare Reminder Letter	Completed by end of Q2 of Base Period
4.5.2.1	TMEP Crossover File (Incoming)	Per Government approved Project Management Plan
4.5.2.3	TMEP Crossover File (Outgoing)	Per Government approved Project Management Plan
4.5.4	Establish TMEP Connectivity & connectivity testing	Per Government approved Project Management Plan
4.5.5	TMEP Training & Training Documentation	Per Government approved Project Management Plan
4.6.2	TOP21 Data Conversion Plan	Per Government approved Project Management Plan
4.6.4	Defense Medical Information System (DMIS) table update	Per Government approved Project Management Plan
4.6.5	Establish TOP21 Connectivity & Connectivity Testing	Per Government approved Project Management Plan
4.6.6	TOP21 Training & Training Documentation	Per Government approved Project Management Plan
4.6.7	TOP21 Implementation Support	Per Government approved Project Management Plan
4.7	Overseas BWE Changes	Completed by end of Q3 of Base Period
4.8.1	Email & Text Message Analysis	60 Days after award

4.8.2	Personal Email & Text Message Implementation	Completed by 30 prior end of contract expiration
5.1	Technical Roadmap	30 days after contract award
5.2	Risk Management Plan	30 days after award, update as needed
5.3	Meeting Summaries	1 day after the meeting
5.4	Weekly IPR	Weekly - Written report is due 1 day prior to meeting
5.5	Monthly MSR	MSR shall be conducted on the 15th working day of each month; electronic copy of brief shall be delivered 3 days prior to the brief.
5.6	Problem Notification Report	3 days after identification of problem
5.7	Contract Discrepancy Report	Respond to CDR in accordance with the requests from GSA Contracting Officer
5.8	Semi-Annual Subcontract Reporting	The report shall be submitted after each 180 days of performance
5.9	Quality Management System	15 days after contract award, update as needed
5.10	Quality Control Plan	15 days after contract award, update as needed
5.11	Quality Assurance Plan	15 days after contract award, update as needed

12.4	Post Award Conference	Within 5 days of award

7.0   Performance Standards

The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the table below is a positive past performance evaluation, it should be understood that failure to meet the performance metrics below will result in negative past performance evaluations. All AQLs will be reported in the MSR.

Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations will contain detailed narratives explaining reasons for positive and negative assessments. The following are the specific performance standards for this PWS. In addition to the below AQL table, the contractor shall meet all the requirements identified in Appendix D - SDLC - Process Handbook v2.0 of the EITS II IDIQ.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Functionality of the software to meet required systems architecture and processing capabilities	Functionality defined in the requirements must be prioritized and tolerances for deviation assigned for each component. AQL: 95% of operational capability.	Independent verification & validation (IV&V) for testing new releases of software to determine that previous functionality is maintained. Customer satisfaction as measured through validated customer complaints, feedback, and surveys. For conversion projects, independent verification & validation (IV&V) for developing or maintaining system processing/benchmark during parallel processing.
Delivery dates are met	95% compliance	100% inspection

Meet all Government and agency specific requirements	Draft outputs to meet 90% compliance; and revised final outputs to meet 100% compliance	100% inspection to ensure that all Government and Agency specific requirements have been met. Independent verification of security procedures-defined by agency (could be performed by a third party or another agency according to current security regulations and measures.
Software adds value and improves existing functionality without negatively impacting the existing operational environment.	Base line functionality is met at 90% at initial testing with production meeting 100%. Non critical functionality is met at 80%	Independent Verification and Validation (IV&V) for testing new releases of software to determine that previous functionality is improved. Customer satisfaction is measured through validated customer complaints and surveys.
Project Management Plan	90% of areas required by government including the WBS are created and updated monthly with draft; 100% with Final. 95% On time delivery of Initial and Monthly Updates	100% Inspection
Quality Control Plan	95% On time delivery of Initial and Monthly Updates	Random Monitoring and Partial Inspection Quarterly by COR
Risk Management Plan (RMP) RMP delivered on-time and updated monthly	95% on time delivery of initial RMP with no more than five (5) errors 95% delivery of updates by last workday of each month.	Routine inspection of deliverable products and services.
Release and Production Drop Schedules	Schedules consistently depict well-planned, staged and sequenced activities. Schedules make optimal use of the resources.	Schedules reviewed at the Weekly IPR Explanation of scheduled and unscheduled changes shall be provided during regularly

		scheduled IPR
	Flexibility and decision-making shows a consistent ability to promptly identify, evaluate, react and incorporate, into planning and implementation issues as they relate to meeting release and production schedules.	Observation of Key Government POCs
Customer Satisfaction	Provides value-added advice/thought leadership and deliverables that reflect the DMDC's needs to achieve program success. 95% satisfaction	Help desk surveys, Annual Past Performance Evaluation
Responsiveness	Responds to staff and acknowledges inquiry within one business day 95% response to all inquiries	Direct Observation
Communications (Oral and Written)	- <u>Quality</u>: Provided information that was accurate in technical content, transparent, clear, and relevant. - <u>Timely</u>: Presented information in a timely manner which kept the Government informed of the status on assigned tasks, action items, projects, and service delivery issues. - Pro-active: <u>Engaged in proactive communications regarding project status, scheduling, cost control, pending staffing changes, and actions taken to resolve problems.</u> AQL: Communications enable Task Order requirements to be met on time.	Observation Random Inspection

| Effective Contractor To Government Partnership | Demonstrated initiative and foresight to identify novel solutions, or offer innovative insights. Melds best-of-breed approaches and industry best practices to address agency challenges.
- Champions process improvements or enhancements that result in the compression of timelines, efficiencies in operations, or savings
AQL:
Positive work relationship with Government POCs. | Observation

Stakeholder Feedback |

8.0 Non-Disclosure Requirements

The Contractor shall follow the Non-Disclosure requirements identified in PWS Section 8.6 of the EITS II Base IDIQ.

9.0 Cooperation with Other On-Site Contractors

The Contractor shall follow the Cooperation with Other On-Site Contractors requirements identified in PWS Section 11.7 of the EITS Base IDIQ.

10.0 Quality Surveillance

The Government may follow the Appendix P - Quality Assurance Surveillance Plan to EITS II IDIQ Base Contract

11.0 Contractor Administration

This Task Order shall follow all of the requirements identified in the EITS II IDIQ.

11.1 Contract Type

Firm Fixed Price

11.2 Period of Performance

The period of performance for this Task Order shall be 12 months from date of award.

11.3 Place of Performance/Hours of Operation

At least 50% of the work under this task shall be performed on site at DMDC facilities in Seaside, CA. The remaining work can be performed at a contractor provided facility. Any work performed at other locations shall be identified in the contractor's formal submission and approved by the Government.

12.0 Government Points of Contact

GSA Contracting Officer (CO)
Mr. Alexander Garcia
GSA-FAS, Mid-Atlantic Region
The Dow Building - 3rd Floor, 100 S. Independence Mall West, Philadelphia, PA 19106
E-mail: alexander.garcia@gsa.gov
Tel: 215-446-5868

GSA Contracts Specialist (CS)
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GSA-FAS, Mid-Atlantic Region
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GSA Project Manager / Contracting Officer's Representative (COR)
Mr. Wesley Mellon
GSA-FAS, Mid-Atlantic Region
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Tel: 215-446-4566

Alternate GSA Project Manager / COR
Ms. Carol Carpenter
E-mail: Carol.Carpenter@gsa.gov
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DMDC Points of Contact (POC)
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12.1   Government Furnished Property/Equipment/Information (GFP/GFE/GFI):

The Contractor shall follow the requirements identified in the PWS Section 10.8 of the EITS II Base IDIQ.

12.2   Travel:

Local or long-distance travel may be required to various locations CONUS. The annual travel estimate is $0. The Contractor shall follow the travel requirements identified in Section 10.7 of the EITS II PWS.

12.3   Security:

The contractor shall comply with all security requirements detailed in the PWS of the EITS II BASE IDIQ.

12.4   Post Award Conference:

The Contractor shall follow the Post Award Conference requirements identified in the PWS Section 10.1 of the EITS II Base IDIQ.

13.0   Inspection, Acceptance, and Payment:

The Contractor shall follow the Inspection and Acceptance requirements identified in the PWS Sections 7.0-7.5 of the EITS II Base IDIQ.

14.0   Invoicing:

Requirements identified in the GSA Invoice Clause included in the EITS II Section B to E will be followed.

15.0   Appendices:

Appendix A – Project Management Process Handbook
Appendix B - Implementation of Group A Fees
Appendix C - Functional Requirements Matrix
Appendix D - Medicare Part A and B Reminder Letter
Appendix E - Medicare Part B Reminder Letter